



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

**Karl F. Dean**  
Mayor

**Scott Potter**  
Director

**Metro Water Services**  
1600 2<sup>nd</sup>. Avenue N.  
Nashville, TN 37208

**FOR IMMEDIATE RELEASE**  
February 17, 2015

Contact: Sonia Allman  
(615) 862-4494  
Sonia.Allman@nashville.gov

### **MWS Customer Services Center Closed Tuesday Due to Inclement Weather** *Customers reminded of the potential for burst pipes*

The Metro Water Services (MWS) Customer Services Center office located at 1700 Third Avenue North will be closed on Tuesday, February 17, 2015 due to inclement weather. Customers will still be able to access account information or make payments online at <https://mwsonline.nashville.gov/iwr/user/login.seam>.

The 24/7 emergency line, (615) 862-4600, will continue to be fully staffed to handle water, sewer and stormwater calls and dispatch crews as necessary.

Scheduled water main work has been postponed so that repair crews can focus on potential water emergencies such as main breaks. Additional staff from other MWS divisions such as Stormwater, Customer Service and Engineering will also be available to assist repair crews and related emergency operations if needed.

Due to the extended period of extremely low temperatures, customers are urged to take necessary precautions to prevent water pipes in your home from freezing:

- Remove all exterior hose connections and insulate the hose bibs.
- Cover foundation vents.
- Insulate exposed water pipes.
- Allow your home's warmer air to reach the water pipes by opening cabinet doors.
- Seal all cracks in exterior walls and foundation.
- Allow a small trickle of water, about the size of a pencil lead, to run from a cold water faucet.
- Keep meter box closed to prevent cold air from reaching the meter and the pipes.
- **Locate the water shut-off valve inside your home.** The ability to quickly close this valve may prevent further damage to your home if one of your interior pipes burst. The shut-off valve may be located in the basement, under the kitchen sink, in a utility closet, near the hot water heater, or even under your home in a crawl space. If you think you have found it, be sure to test it and consider labelling it so it is easy to locate.

If you do experience frozen water lines, remember to NEVER use open flames. An open flame could cause the water in the pipe to turn into steam and build up enough pressure to split the pipe. Sometimes ice in a pipe will melt if you warm it with a hair dryer or wrap it in hot towels.

For leaking or broken pipes within your home, contact a plumber. Leaking or broken water mains should be reported to (615) 862-4600 immediately.

###